



## III CALSTARS Client Services

The CALSTARS staff provides extensive support, guidance, and training to our clients during implementation of the system. After implementation, on-going, on-site support and consultation are provided as needed. Also, routine support to all clients is provided through a telephone HOTLINE, regularly scheduled classroom training sessions, and maintenance of the Procedures Manual and other documentation. Services are available if an agency requires special system processing sessions. This chapter describes the available CALSTARS staff services, special processing services, CALSTARS assistance on the Internet, communications tools, training and special sessions.

### CLIENT SUPPORT UNIT

#### CALSTARS Hotline Support

The HOTLINE exists to assist CALSTARS clients with clarification of News items, CALSTARS Operations Memos (COMs), and to answer brief questions. A CALSTARS analyst provides HOTLINE telephone assistance each working day from 8:30 AM to 12 Noon and 1:00 PM to 4:30 PM. The HOTLINE can also be accessed via e-mail. The HOTLINE is also staffed to answer Year-end questions on Saturdays from 8:00 AM to 1:00 PM, from early July to mid-August.

Normally, HOTLINE questions are answered immediately. If the HOTLINE analyst is unavailable, a message is left and the HOTLINE analyst will respond as quickly as possible. Our policy is to return all calls or e-mails within the same day of receipt. If a question requires extensive research, an analyst will be assigned to complete work on that task.

Agencies that are assigned an analyst will use the HOTLINE as a second source of information when the assigned analyst is not available. For all other agencies the HOTLINE is the primary resource for CALSTARS analytical assistance.

Examples of HOTLINE topics are:

- Accounting related questions
- Data errors and how to resolve them
- Standard reports and how to use them
- Table maintenance questions
- Transaction code questions
- Requests for file dumps
- Clarification of COMs, News Items and CALSTARS Procedures
- Questions about the special reports request process
- Questions about CALSTARS in general

Agencies may reach the HOTLINE at (916) 327-0100 (CNET 467-0100) or e-mail at [hotline@dof.ca.gov](mailto:hotline@dof.ca.gov).

### **CALSTARS QIC Review**

A Quality Implementation Check (QIC) is a review requested by the agency for CALSTARS staff to analyze the agency's accounting practices and procedures. A QIC Review is **not** an audit. These confidential consulting reviews are performed at the request of the agency.

Examples of QIC reviews to assist agencies are:

- ✧ Identification and use of fiscal analytical tools
- ✧ Instruction on accounting structures, procedures and activities
- ✧ Development of processes to upload/download CALSTARS information
- ✧ Assistance to incorporate and use CALSTARS enhancements and new capabilities
- ✧ Help to resolve the more complex and recurring problems within an accounting office

### **General Assistance**

The Client Support Unit provides support for clients in need of more general assistance, usually for short duration. Requests for temporary support occur for a variety of reasons. For instance, when an agency has an unusual amount of turnover and a number of new employees are in need of short-term assistance, the Client Support Unit is available to help.

Examples of types of general assistance support are:

- ✧ Assistance in bringing reconciliation's current
- ✧ Consultation in development of accounting office procedures
- ✧ Consultation in hiring and training staff
- ✧ Informal training for new staff

To request a QIC review or general assistance, call (916) 445-0211 (CNET 485-0211), Extension 2811, and ask for the Client Support Unit Manager or e-mail at [calstars@dof.ca.gov](mailto:calstars@dof.ca.gov).

**SYSTEM SUPPORT, TRAINING AND INFORMATION COORDINATION UNIT****System Support**

CALSTARS services are provided in the following areas:

**Special Processing Requests**

Occasionally, an agency requires CALSTARS assistance to process Labor Distribution or Cost Allocation for a prior period. When the need for special processing is identified, the agency should contact the CALSTARS System Support Unit. CALSTARS staff will discuss the situation with agency staff to determine the need for special processing. If special processing is needed, the agency will submit a written request for the special processing. As soon as the request is received, CALSTARS staff will plan and schedule the special processing. Special processing due to failure to run Labor Distribution or Cost Allocation for a month will be done during the agency's run of the subsystems in the next month.

For further information regarding special processing, please call (916) 445-0211 (CNET 485-0211), Extension 2811, and ask for the System Support Unit Manager or e-mail at [calstars@dof.ca.gov](mailto:calstars@dof.ca.gov).

**Report Routing**

The System Support Unit maintains the Report Routing and ROPES Tables. These Tables contain the default level-of-detail and output media destinations (including datasets) for each CALSTARS Standard and System-Generated Report. On a daily basis, agencies may override the Standard Reports default settings through Command **G.3**. Agencies may also request to have their default settings changed for Standard and System-Generated Reports.

For further information regarding report routing, please call (916) 445-0211 (CNET 485-0211), Extension 2811, and ask for the System Support Unit Manager or e-mail at [calstars@dof.ca.gov](mailto:calstars@dof.ca.gov).

**Special Report Requests**

Normally, agencies obtain all needed reports through the standard report request process and retain these reports to meet audit requirements and other future needs. However, prior period reports not ordered or lost can be obtained by submitting a Special Report Request form (CALSTARS 92) to the CALSTARS System Support Unit. Special Report Requests are done after all other normal day-shift production work, on a time availability basis. There is no set time frame for these processes.

However, our goal is to process as follows:

Agency Reconciliation (Priority 1)	4 - day turnaround
Solve Production Problems (Priority 2)	20 - day turnaround
Management Reports (Priority 3)	30 - day turnaround
Other (Priority 4)	60 - day turnaround

If processing is delayed beyond these time frames, requests will be reviewed and reprioritized. Some may be elevated to an "expedite status". To obtain a current copy of the special report request form (CALSTARS 92), access the DOF web page at [www.dof.ca.gov/html/calstars/forms.htm](http://www.dof.ca.gov/html/calstars/forms.htm). The form is also available in the CALSTARS Procedures Manual Volume 6, Chapter II, which may be accessed at [www.dof.ca.gov/html/calstars/cpm.htm](http://www.dof.ca.gov/html/calstars/cpm.htm).

For additional information concerning special report requests, contact the HOTLINE at (916) 327-0100, CNET 467-0100 or e-mail [HOTLINE@dof.ca.gov](mailto:HOTLINE@dof.ca.gov).

### **System Enhancements**

Many system enhancements are implemented as a result of client suggestions. The CALSTARS Suggestion Form (CALSTARS 106) may be used to submit suggestions for improvements. The mailing address, fax number and e-mail address for submitting suggestions are included on the form. The form may be completed online from the CALSTARS web page at [www.dof.ca.gov/html/calstars/forms.htm](http://www.dof.ca.gov/html/calstars/forms.htm). Receipt of suggestions will be acknowledged via e-mail, if one is provided. Suggestions that relate to current system changes are evaluated as they are received. Otherwise, CALSTARS Management will review suggestions quarterly for possible future implementation. The CALSTARS 106 is shown in Exhibit III-1.

### **Monarch Software Support**

Monarch for Windows is a PC based software program from the Datawatch Corporation. Monarch is a data access and analysis tool that can be used to read, query, filter, sort and summarize extracted data from CALSTARS Standard Reports and send that data to agency's spreadsheets, databases or word processors for further analysis and agency use. CALSTARS provides support in the purchase of Monarch and on the uses of Monarch with CALSTARS Standard Reports.

To further assist agencies, Monarch Training Classes are provided on an ongoing basis. The CALSTARS/Monarch Users Group serves as a forum for agency staff to voice comments and suggestions for further enhancement to CALSTARS. Meetings promote information sharing, user support and guidance and are held on an as needed basis.

For further information regarding this service, please call (916) 445-0211 (CNET 485-0211), Extension 2811, and ask for the Monarch Coordinator or e-mail at [calstars@dof.ca.gov](mailto:calstars@dof.ca.gov).

### **CALSTARS Training Classes**

CALSTARS system training is offered at no cost and consists of:

- Initial training for agencies new to CALSTARS
- Year-end training for all CALSTARS agencies
- On-going training for new or newly promoted employees in existing agencies or for employees coming from a non-CALSTARS agency.

## EXHIBIT III-1

<b>STATE OF CALIFORNIA</b> <b>CALSTARS SUGGESTION FORM</b> CALSTARS106 (REV 7/02)		<b>To:</b> CALSTARS System Support Unit Department of Finance (IMS: A-15) 915 - L Street, 7 <sup>th</sup> Floor Sacramento, CA 95814 FAX: (916) 323-4049 E-mail: calstars@dof.ca.gov		<b>(for CALSTARS use only)</b> <b>Suggestion</b> <b>Number:</b> _____  <b>E-mail acknowledgement</b> <b>sent – initials:</b> _____	
<p><i>Please complete this form for suggestions to improve CALSTARS. Receipt of suggestions will be acknowledged via e-mail, if one is provided. Please use one form for each subject; e.g.; reports (each report). Suggestions will be reviewed quarterly by CALSTARS Management for possible future implementation. However, direct feedback will not be provided as to the status or potential for implementation of each suggestion. If you have questions, please call (916) 445-0211, CNET 485-0211, extension 2811 and ask for the System Support Unit Manager or e-mail at calstars@dof.ca.gov.</i></p>					
NAME			DATE	TELEPHONE NUMBER	EXTENSION
				( ) -	
ORG CODE	DEPARTMENT		E-MAIL ADDRESS		
<b>AREA OF SUGGESTION</b>					
TABLES	YEAR-END	LABOR	PROCESSING	REPORTS	OTHER (explain)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DESCRIPTION OF CHANGE					
BENEFITS					

Each August, a COM is issued containing information about class curriculum, registration procedures and classes scheduled for the current fiscal year.

Also, information on CALSTARS training calendars, registration instructions, Training Registration form (CALSTARS 102) and class descriptions is now available electronically on the Internet. The training form has been automated and may be submitted to CALSTARS electronically. The Internet web site is:

***<http://www.dof.ca.gov/html/calstars/forms.htm>***.

### **CALSTARS News**

We recommend agency personnel read the CALSTARS News on-line daily. Agencies may request that items be placed on the CALSTARS News. Only items of interest to CALSTARS agencies will be considered. Due to space limitations, news items may be shortened.

For more information about the CALSTARS News, please call (916) 445-0211 (CNET 485-0211), Extension 2811, and ask for the CALSTARS Information Coordinator or e-mail [calstars@dof.ca.gov](mailto:calstars@dof.ca.gov). To announce job opportunities on the CALSTARS News, please fax your announcement to (916) 323-4049 (CNET 473-4049).

### **CALSTARS Manuals And CALSTARS Operations Memos (COMs)**

The CALSTARS Procedures Manual (CPM) provides guidance for the use of CALSTARS. It consists of seven volumes that are available on the Internet at [www.dof.ca.gov/html/calstars/cpm.htm](http://www.dof.ca.gov/html/calstars/cpm.htm). The CPM is updated through Transmittal Letters (TLs), which are also available on the Internet at [www.dof.ca.gov/html/calstars/transmittals/transmittals.htm](http://www.dof.ca.gov/html/calstars/transmittals/transmittals.htm).

CALSTARS Operations Memos (COMs) are also used to communicate guidelines and other useful information to agencies about CALSTARS. The information may or may not require action. Some of the COMs are added to the CPM through TLs at a later date. COMs are available on the Internet at [www.dof.ca.gov/html/calstars/coms.htm](http://www.dof.ca.gov/html/calstars/coms.htm).

## **CALSTARS On The Internet**

CALSTARS system documentation and other fiscal related information are maintained electronically on the Internet. The CALSTARS web page can be accessed at [www.dof.ca.gov/html/calstars/index.html](http://www.dof.ca.gov/html/calstars/index.html) and includes the following items:

- CALSTARS Annual Plan
- CALSTARS Operations Memos
- CALSTARS Procedures Manual
- CALSTARS Annual Reports
- CALSTARS Training Schedule
- CALSTARS forms for transaction coding, training registration, suggestions, and statewide table updates (some forms may be completed on-line and submitted electronically)
- General information on system capabilities, services and support (including training aids), agencies and contacts

Links are also provided from the CALSTARS home page to other fiscal related web pages containing:

- Uniform Codes Manual
- Manual of State Funds
- Governor's Budget
- Budget Letters
- Budget Forms
- Budget Instruction Management Memos
- Management Memos
- Finance Glossary
- Office of State Audits and Evaluations
- State Administrative Manual
- Constitution/Codes/Statutes
- Catalog of Federal Domestic Assistance

## **TECHNOLOGY SUPPORT UNIT**

### **CALSTARS Operations**

Call (916) 323-7541 (CNET 473-7541) for:

- Report inquiries -- missing, re-requesting, burping, microfiche, uploads
- ROPES printer operations -- starting, transferring, zapping reports
- Resetting an agency system controller

- Hardware failure (printers, terminals, etc.) -- line or communication problems, screen-print problems, no response or slow response from a terminal or "SESSION NOT BOUND" during logon

### **CALSTARS Security**

All personnel must have a RACF security identification (ID) and password to logon to CALSTARS. To obtain a RACF ID and password, agency CALSTARS security officers must send a CALSTARS Security Form (CALSTARS 95) to the Department of Finance, CALSTARS Security Supervisor. The CALSTARS Security Supervisor should also be notified prior to a change in agency CALSTARS security officers and informed *well in advance* of the departure of a security officer. To contact the CALSTARS Security Officer, please call (916) 445-0211 (CNET 485-0211), Extension 2811, and ask for the CALSTARS Security Supervisor or e-mail at [prodcntl@dof.ca.gov](mailto:prodcntl@dof.ca.gov).

### **CALSTARS Hardware/Software Support**

The following hardware/software support services are provided:

- Full implementation support for new CALSTARS agencies
- Relocating, ordering and installing CALSTARS equipment
- Assisting agencies to determine whether to purchase or lease new equipment when the Master Rental Agreement contract for the existing equipment expires. Six months prior to the expiration of the current equipment lease, we send a letter to the client agency informing them of their lease expiration date. Once the response is received, we then prepare and submit a service request to HHSDC to procure the equipment per the client's request. The service request can include equipment procurement, and system information if needed to define additional devices to CALSTARS. Equipment or communication lines take approximately 90 days from the time the service request is submitted to HHSDC. Service requests for other than equipment or communications are prepared within 24 hours of receipt from the client.
- Assisting agencies to consolidate SCO and CALSTARS equipment to share terminals and communication lines
- Technical consulting assistance for alternative hardware/software, i.e., IBM compatible PCs, Apple/Mac PCs, UNIX operating system, etc.

For more information, call (916) (916) 445-0211 (CNET 485-0211), Extension 2811, and ask for the Production Control Unit Supervisor or e-mail [prodcntl@dof.ca.gov](mailto:prodcntl@dof.ca.gov).